TERMS AND CONDITIONS

Private Dog Exercise Paddock

These terms apply to anyone booking or using the paddock (the "Facility"). By making a booking, you agree to these terms. Please read them before your visit.

1. Use of the Facility

1.1 The maximum number of dogs permitted per session is the limit stated on the booking website. You must not exceed this limit. If you do, you may be asked to leave and your booking fee will not normally be refunded. Repeated breaches may result in future bookings being refused.

1.2 The Facility may only be used for exercising dogs during your booked time slot. You must not use it for any other activity without our prior written permission.

1.3 The paddock is private land. You may enter only during a valid booking and must leave promptly at the end of your time slot.

1.4 The Facility is next to commercial premises. Please take care around the surrounding premises and follow any reasonable safety instructions given by the landowner or site operator.

2. Safety and responsibility

2.1 The Facility is outdoors and includes uneven ground, which may be concealed by long grass or other vegetation. Conditions can change with weather, use by animals and general wear.

2.2 You must assess whether the Facility and prevailing conditions are suitable for you, your dog(s) and anyone accompanying you. You are responsible for supervising your dog(s) and taking reasonable care for your own safety and the safety of others.

2.3 Dogs may dig, escape, become unwell, encounter hazards or behave unpredictably. You remain responsible for your dog(s), including their behaviour and welfare, throughout your visit.

2.4 Nothing in these terms excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any statutory rights that apply to consumers.

2.5 Subject to clause 2.4, we are not responsible for loss, damage, injury or expense to the extent it is caused by your acts or omissions, the acts or omissions of anyone accompanying you, your dog(s), or risks which could reasonably have been avoided by taking appropriate care.

2.6 If an accident, injury, damage or other safety incident occurs, please notify us as soon as reasonably possible and provide relevant details.

2.7 Professional dog walkers must hold valid third-party/public liability insurance covering their use of the Facility and the dogs in their care, and must provide evidence of cover on request.

2.8 You may bring friends or family who are accompanying you to exercise dogs, but you must not admit other visitors or allow anyone to use the Facility without your permission and without being covered by the booking. You must explain these terms and any relevant safety information to everyone accompanying you.

2.9 Anyone under 18 must be accompanied by an adult. The Facility has not been made child-safe. Children must be supervised at all times and must not climb fences or gates.

3. Fencing and gates

3.1 We aim to inspect and maintain the fencing, but damage may occur, including through digging by dogs or other animals and general wear and tear. Please report any hole, damage or other safety concern immediately and do not use an area that appears unsafe.

3.2 The boundary fencing is approximately 1.9 metres high. Fencing cannot guarantee that every dog will remain within the paddock. Before booking, consider your dog's size, agility, behaviour and ability to jump, climb or dig under a fence.

3.3 Keep all gates closed and secure them behind you. Do not climb over fences or gates.

4. Parking and belongings

4.1 Park only in the designated parking area. Do not park or drive on the grass verge or in the wider yard.

4.2 A maximum of two cars is permitted per booking.

4.3 Please secure your vehicle and valuables. To the extent permitted by law, we are not responsible for loss of or damage to vehicles or belongings unless caused by our negligence or other liability that cannot lawfully be excluded.

5. Bookings, cancellations and changes

5.1 Bookings must be paid for in advance through the booking system. Cash payments are not accepted.

5.2 You must arrive and leave within your booked time slot. You must not overstay, and you should allow time to leave the Facility before the next booking begins.

5.3 If you need to cancel or change a booking, please use the booking system or contact us. The cancellation and change policy shown during the booking process will apply, provided it is fair and consistent with your statutory rights.

5.4 Where you do not attend, arrive late or choose not to use all of your booked time, a refund or credit will not normally be available, subject to any rights you may have under applicable law.

5.5 We may cancel or change a booking where reasonably necessary, including for safety, maintenance, adverse conditions or circumstances beyond our reasonable control. If we cancel or materially change your booking, we will offer an alternative slot or a refund of the fee paid for the affected booking. If you do not accept an alternative offered following a material change, you may request a refund.

5.6 We may ask you to leave if you breach these terms, behave unsafely, damage the Facility or create a risk to people, dogs or property. Any decision about a refund will be made in accordance with the booking policy and applicable law.

6. Dog and owner etiquette

6.1 Pick up all dog waste and place only dog waste and dog-waste bags in the designated dog-waste bin. Do not put litter, food, chewing gum, cigarettes, gloves or other items in that bin.

6.2 Discourage your dog from digging. Report any holes immediately so that they can be made safe.

6.3 Take all toys, treats, food, litter and personal belongings away with you at the end of your session. Do not leave items in the field or shelter, as dogs may swallow them.

6.4 Smoking and vaping are not permitted anywhere on site.

6.5 Barbecues, alcohol, games and activities unrelated to dog exercise are not permitted.

6.6 You must not launch, fly or release drones or other high-flying objects while using the Facility.

6.7 You must comply with applicable laws, local by-laws and reasonable instructions relating to the Facility.

7. Dog health and identification

7.1 Do not bring a dog to the Facility if it is unwell, has had sickness or diarrhoea in the previous 72 hours, has shown signs of kennel cough in the previous 72 hours, or if a vet has advised against exercise or contact with other dogs. If your dog becomes unwell during your visit, clean up any mess and notify us.

7.2 Dogs using the Facility must be microchipped where required by law. You are responsible for ensuring that your dog's microchip details are compliant and up to date.

7.3 You must take reasonable steps to prevent your dog from eating unknown items or coming to harm. Please report any hazard you notice.

8. Damage and responsibility for dogs

8.1 You are responsible for damage caused by you, your party or your dog(s), including damage to fencing, gates, fixtures or other property. Please report any damage promptly. We may seek to recover reasonable repair or replacement costs where you are legally responsible.

8.2 You are responsible for controlling your dog(s) and for their behaviour in and around the Facility. You may be responsible for loss or injury caused by your dog(s), including where a dog escapes, bites or injures a person or another animal.

8.3 You agree to compensate us for reasonable losses and costs to the extent they are directly caused by your breach of these terms, negligence or the behaviour of your dog(s), subject always to applicable law. This clause does not require you to indemnify us for our own negligence or breach of contract where such a requirement would be unlawful or unfair.

9. Changes to these terms

9.1 We may update these terms from time to time. The version made available to you before you book will normally apply to that booking.

9.2 If a change is required after you have booked, we will notify you where reasonably practicable. A material change will not apply retrospectively to your booking unless you agree to it or it is required for legal or safety reasons. If a material change means we cannot provide the booked service on the agreed basis, you may cancel and request a refund of the fee paid for the affected booking.

9.3 If there is a difference between these terms and a specific booking confirmation, contact us so that we can clarify which term applies. Any agreed variation must be confirmed in writing.

10. Personal information

10.1 We collect personal information such as your name, telephone number, postal address and email address to administer bookings, contact you about changes or emergencies, maintain booking records and manage the Facility.

10.2 We will handle personal information in accordance with applicable data protection law. A separate privacy notice should explain the lawful basis for using your information, how long it is retained, who it may be shared with, your rights and how to contact us about privacy matters. Please refer to the privacy notice on the booking website.

10.3 If you have a question about these terms or the handling of your personal information, please contact the site operator using the contact details provided on the booking website.